



## Puneet Mahajan

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**Seeking a challenging position for a growing organization in which successful hospitality industry experience, professional, specialized training, and a documented history of successful hotel industry management accomplishments will be of value.**

### Professional Synopsis

- ❑ **Over 30 years' experience of providing strategic & operational leadership in uniquely challenging situations across the Hospitality Sector.**
- ❑ **Presently working as Cluster General Manager for Satkar Group Of Hotels since February 2021.**

### Professional Abridgement

#### EXCELLENCE SPHERE

Strategic Planning

Profit Centre  
Operations

Facility Management

Inventory  
Management

Business Development

Finance, Budgeting &  
Cost Management

Quality Management

Market Research

- Acclimatized professional with vast experience in the Hospitality sector entailing various activities pertaining to Hotel Operations.
- Proficiency in devising and implementing optimum business strategies to enhance property infrastructure, new project development, business development, quality standards across all departments.
- Adept in managing overall profitability of operations and accountable for strategic utilization and deployment of available resources to achieve organizational objectives.
- An expert in managing general administration functions; facility management involving housekeeping, contract management and vendor development.
- Expertise in implementing optimum strategies to ensure top line and bottom line profitability with key emphasis to develop business through new accounts and service the existing clients.
- Adept in identifying the human resource requirements and initiating the recruitment process ensuring the best fit.
- Excellent communication, interpersonal, relationship management and problem solving skills.

### Core Competencies

Strategy Planning  
Marketing / Business Development  
HR / Executive Leadership  
Customer Relationship Management

Hotel Operations  
Policy Formulation  
P&L Management  
Guest Servicing

New Initiatives  
Project implementation  
Facility management  
Team Management

## Career Highlights

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### Satkar Group Of Hotels Thane from February'21 till date

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#### **Designation: Cluster General Manager**

- ☐ Responsible for the overall management of the group hotels.
- ☐ Ensure complete smooth operations, guest management, revenue management, focus on top line and bottom line, P&L, cost controls, sales planning, budgeting, marketing and other aspects.
- ☐ Expansion of the brand across.

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### Seven Eleven Hotels and Clubs Thane from September'19 till May 2020

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#### **Designation: General Manager**

- ☐ Pre Opening property and one of Mumbai's finest and most exquisite club.
- ☐ Spread over a vast expanse of ten acres, Seven Eleven is an unending saga of world class amenities with exceptional experiences and services.
- ☐ An array of 128 rooms and suites, restaurants & cafes, pub, party lawns, banquet halls, business departments, gymnasium, salon & spa, wellness centre, indoor & outdoor sports activities,
- ☐ Monitoring expenditure strictly in operations, budgeting for consumables & manpower and ensuring the compliance of the hotel for all statutory safety norms involving guest & staff safety including food safety and hygiene standards.

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### Hospitality Consultant from June'18 till August'19

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- ☐ Bringing expertise and knowledge to a project
- ☐ Set up and management of new restaurants.
- ☐ Delivering profitable revenue results.

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### Sayaji Hotels Limited from April'16 till May'18

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*Yours Truly*

#### **Designation: General Manager**

- ☐ Defining service standards and guidelines that serve as benchmark for excellent service delivery thereby contributing towards ameliorated service revenue generation.
- ☐ Monitoring expenditure strictly in operations, budgeting for consumables & manpower and ensuring the compliance of the hotel for all statutory safety norms involving guest & staff safety including food safety and hygiene standards.
- ☐ Ensuring maximum guest satisfaction by closely interacting with guests to understand their requirements & customizing products & services to their needs; ensuring quick response to the guest complaints / queries for guest service recovery.
- ☐ Strategizing policies & procedures in the operating systems and training and motivating the front line staff to deliver 100% guest satisfaction.
- ☐ Designing, developing and implementing strategy to exceed revenue budgets, increase footfalls and brand loyalty.
- ☐ Managing the overall infrastructure as well as facilities stabilizing and expanding the hotels for profitable operations.
- ☐ Handling financial operations ensuring the effective utilization of surplus funds in profitable investments for higher returns and minimum liquidity position.

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## **The Legacy Hospitality, Mumbai from July'14 till Feb'16**

*A Company delivering intelligent solutions to the hotels and hospitality industry*

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### **Designation: Chief Executive Officer**

- ☐ Provide the leadership and insight to transform brand promises into operational reality and bottom line results – every time.
- ☐ To work with our clients to help them deliver consistently exceptional customer experiences in order to drive customer satisfaction, loyalty and advocacy, which drive company growth and profitability
- ☐ Devising and implementing strategies to enhance property infrastructure, new project development, business development and quality standards across all departments.
- ☐ Maximizing operational output, yields, market share and ROI.
- ☐ Examine and advise on project conceptualized development and operating concepts for hotels/ resorts, function areas and food & beverage outlets and other facilities.

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## **Hotel Kohinoor Continental-Worldhotels First Class, Mumbai from June'11 till June'14**

*4 star luxury hotel near Mumbai International Airport and part of the Kohinoor Group*

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### **Designation: General Manager (Hotels Division)**

- ☐ A 137 keys hotel with multi dining options like multi cuisine restaurant, lounge bar and round the clock coffee shop. Also associated are banquet venues, health club and art gallery.
- ☐ Devising and implementing strategies to enhance property infrastructure, new project development, business development and quality standards across all departments.
- ☐ Maximizing operational output, yields, market share and ROI and achieving organizational goals and forecasted budgets.
- ☐ Working out loyalty programs in the F&B outlets to maximize footfalls thereby maximizing revenue.
- ☐ Tie up with web portals.
- ☐ Implementing best practices for overall guest satisfaction thereby improving on Guest Satisfaction Index (GSI).

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## **Hotel United 21, Thane from Mar'09 till June'11**

*India's First Authentic 4 star Hotel & Lifestyle Club*

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### **Designation: General Manager (Operations)**

- ☐ A Panoramic Group ventures with Hotels in USA, New Zealand and India
- ☐ Working since project stage and pre-opening for this brand new property with 46 rooms, 4 banquet halls, 4 restaurants, a lounge bar, a 24 hours coffee shop, Thane's first full fledged discotheque and a lifestyle club with facilities such as Wellness Centre, Gymnasium, Swimming Pool, Squash Court, Table Tennis Court, Spa and other facilities associated with a club.
- ☐ Organize and control day-to-day operations and pre-opening activities.
- ☐ Recruitment and training of staff for various departments and developing SOP's, planning marketing strategies and business promotion activities with corporate companies, travel agencies along with club promotion activities.

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## **Hotel Satkar Residency, Thane from Jan'07 till Mar'09**

*A 4 star Hotel with 65 rooms*

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### **Designation: General Manager (Operations)**

- ☐ Worked since pre-opening for this property with 65 rooms, 8 banquet halls, 2 restaurants, a party lawn and a lounge bar.
- ☐ Organize and control day-to-day operations and pre-opening activities.
- ☐ Recruitment and training of staff for various departments and weekly meetings with department heads for achieving corrective measures and inter-departmental co-ordination for maximum harmony and productivity.
- ☐ Planning marketing strategies and business promotion activities with corporate companies, travel agencies and walk-in guests.
- ☐ Maintain a control on inventories of food materials, spares and vendor development.
- ☐ Keep a constant check on food cost, overhead and operating cost.

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### **Hotel Ajanta, Mumbai from Jul'06 to Jan'07**

*A 4 star Hotel with 55 rooms.*

#### **Designation: General Manager (Operations)**

- ☐ Managing the expansion plan and project development of the property.
- ☐ Undertaking business expansion initiatives keeping in view present status and profitability of the organization.
- ☐ Supervising a 100-member team and setting up various operational departments of the property.
- ☐ Increased the revenues in terms of room sales, banquet sales and restaurant sales.
- ☐ Revived present business tie-ups and expanded further.

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### **Hotel Tunga Paradise, Mumbai from Jul'02 to Jul'06**

*Part of Tunga Group of Hotels recently conferred the National Tourism Award by the Government of India.*

#### **Designation: General Manager (Operations)**

- ☐ Handling additional charge of Corporate GM-Sales & Marketing and Brand Development.
- ☐ Undertaking business expansion initiatives keeping in view present status and profitability of the organization.
- ☐ Supervising a 174-member team.
- ☐ Achieved the highest ever revenues in terms of room sales, banquet sales and restaurant sales.
- ☐ Revived present business tie-ups and expanded further. Added another 100 covers restaurant for seafood lovers.
- ☐ Was the General Manager of Hotel Tunga International; 3 Star properties of the Tunga Hotels received the **National Tourism Award** by the Government of India for outstanding performance in Western India.

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### **Hotel Karl Residency, Mumbai from Nov'01 to Jun'02**

*A 4 star Hotel with 53 rooms.*

#### **Designation: Deputy General Manager-Operations & Sales**

- ☐ Spearheaded market development efforts with a view to achieve profitable revenues in co-ordination with 105 people including 5 from Sales and Marketing.
- ☐ Started the hotel from scratch and went on to develop the business.
- ☐ Sold the property to corporate and pharma companies with an objective to promote it as an ideal venue for residential conferences.

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### **New Penninsula Hotel, Dubai, UAE from Mar'01 to Oct'01**

*A 4 star Hotel with 80 rooms.*

#### **Designation: Rooms Division Manager**

- ☐ Independently managed the activities of Room Sales, Front Office and Housekeeping in co-operation with 32 Executives.
- ☐ Promoted the products and services among the corporate houses, travel agents and others.
- ☐ Achieved **10% to 15%** increase in the sales revenue.

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### **Quality Inn The Meadows, Aurangabad from Jul'99 to Feb'01**

*A 4 star property (48 rooms) and winner of **Best Landscaping Award** for the year 1996-97.*

#### **Designation: Rooms Division Manager**

- ☐ Involved in the accelerating sales & marketing operations of the organization as well as played a key role in Front Office activities.
- ☐ Managed a team of 28 people.
- ☐ Promoted the facilities and services of the hotel through web sites and local media.
- ☐ Instrumental in achieving **70%** hotel occupancy throughout the year.
- ☐ Instrumental in reducing the total operational cost by 10 through introduction of energy and water conservation methods; appointed multi skilled staff members and reduced 15%.

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### **Orchid Hotel, Mumbai from Aug'97 to May'99**

*5 star property (240 rooms). Certified by HVS Eco Systems America as Environmental Friendly Hotel.*

#### **Designation: Duty Manager**

- ☐ Worked since pre-opening.
- ☐ Handled Front Office Department, in co-ordination with Information Assistants, Reservation Assistants, Guest Relations, Receptionists, Bell Captains and Doorman.
- ☐ Co-ordinated with airlines and airport staff for ensuring complete comfortable journey and accommodation of the guests.

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### **Best Western Penninsula Hotel, Dubai, UAE from Mar'94 to Apr'97**

*4 star deluxe property (80 rooms) and part of an American International Chain of Hotels.*

#### **Designation: Assistant Manager-Front Office**

- ☐ Responsible for generating and auditing of large volumes of documents for monitoring guest cycle.
- ☐ Managed a team of 18 people.

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### **Hotel Leela Kempinski, Mumbai from Jun'91 to Mar'94**

*5 star deluxe property (425 rooms) and part of the Lufthansa Chain of Hotels.*

#### **Designation: Front Office Supervisor**

- ☐ Handled entire operational aspects of reception.
- ☐ Ensured booking of VIP guestrooms and their arrivals in co-ordination with Guest Relation Executives.
- ☐ Involved in selling rooms to walk in guests.

#### **Education**

- ☐ **Post Graduate Diploma in Accommodation, Operations and Management** from Institute of Hotel Management, Mumbai in 1991.
- ☐ Diploma in Airlines and Travel & Tourism Management from Clare's Institute, Mumbai in 1989.
- ☐ B.Com from Mumbai University, Mumbai in 1989.

#### **Personal Details**

Date of Birth : 05 May 1968